

National Business Center, Aviation Management

Services Provided to Minerals Management Service , FY 2006



AM Service Offerings

- Aviation Safety
- Aviation Safety Training
- Aviation Program Management
- Aviation Flight Services Support

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Associate Director's Corner: NBC-Aviation Management (NBC-AM) Line of Business is proud to present the inaugural edition of our semi-annual customer newsletter. This new NBC-AM customer service initiative is designed to provide bureau personnel at all levels with general Department aviation management information as well as detailed, bureau-specific aviation financial and performance measurement data. In this issue, you will find descriptions of NBC-AM's aviation service offerings as well as bureau-specific performance and cost measures related to each service offering for FY2006. Also intended to assist bureau executives and managers in meeting their bureau aviation program responsibilities for operational effectiveness, efficiency, and overall safety, the data can be used to assess whether actual bureau aviation program execution (and the decision processes that drive it) is aligned with Minerals Management Service annual plans and long term strategies for aviation. As the Department's designated aviation management experts, NBC-AM stands ready to assist you in this effort.

Mark L. Bathrick, Associate Director, NBC-AM

Aviation Management Service Offering Descriptions

Service Offering: Aviation Safety

Mishap Prevention: Aviation Management develops and maintains mishap prevention programs that provide implementation of aviation safety guidelines, goals, and safety performance metrics.

Mishap Investigation and Trend Analysis: Aviation Management conducts on-site aircraft investigations, gathers factual information, conducts laboratory examination and analysis and develops causal and contributing factors. Final mishap reports are produced and distributed. Analysis is conducted to identify trends and develop further recommendations for prevention.

Aviation Program Evaluations: Aviation Management provides onsite visits to review customer aviation programs. Policies and procedures are analyzed to assess any deficiencies and provide recommendations. Follow-up evaluation is performed after one year, in which if no progress has been made, material weaknesses are documented and provided. During FY 2006, aviation program evaluations were performed for the Bureau of Land Management in Colorado and California.

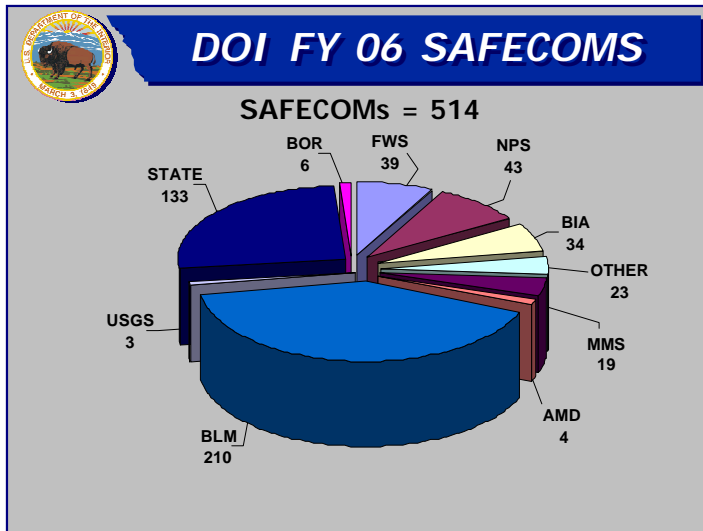
U.S. Department of the Interior



National Business Center

Government Shared Service Provider

Interior aviation safety and aircraft mishap prevention is based on the philosophy that all aircraft mishaps can be prevented and that mishap prevention is an inherent function of management.



FY 2006

19 SAFECOMS received on MMS events.

1,276 total Interagency SAFECOMS received (38% more than FY05).

FY 2006: Reduction in annual aircraft accident rate from 6.12 per 100,000 flight hours in FY05 to 4.8, a **20.2% reduction**.

Interagency Aviation Safety Alert

No. IA 06-01 July 12, 2006 page 1

Subject: The SAFECOM System – Your chance to speak out!

Area of Concern: Aviation Operations

Distribution: All Fire and Aviation Personnel

Discussion: The Department of the Interior (DOI) and the U.S. Forest Service (RS), maintain one of the most powerful accident prevention tools in the industry, the SAFECOM.

SAFECOM
Aviation Safety Communication

The SAFECOM system is similar to the FAA's Aviation Safety Reporting System (ASRS - FAR 91.25) it is a voluntary reporting system for aviation hazards. However, as opposed to the ASRS that depends on the receipt of hundreds of reports that identify a similar problem and then publishing a report for corrective action purposes, the SAFECOM system provides immediate information to leaders at all levels of the organization that enables them to take corrective action in real time.

The SAFECOM website (<http://www.safecom.gov>) provides excellent guidance on how and when to submit a SAFECOM. However, all too often the SAFECOM system is misunderstood and underutilized. Failure to understand and use the SAFECOM system as a proactive air safety situation increases costs, and in a worst-case scenario cost someone their life.

SAFECOM
Aviation Safety Communication

1st ever Interagency Aviation Safety Alert published.

UNITED STATES DEPARTMENT OF THE INTERIOR AVIATION MANAGEMENT

AVIATION ACCIDENT PREVENTION BULLETIN

No. 06-01 June 14, 2006

Subject: AS 350B3 Helicopters Equipped with ECL Airframe Fuel Filter Kit (p/n 350-600024).

Area of Concern: Helicopter Operations

Distribution: Fire and Aviation Personnel and Contractors Operating AS 350B3 Helicopters for the DOI.

Discussion: On April 30, 2005 a helicopter on an exclusive use contract to the Forest Service experienced an unanticipated flame out just prior to lift off. The pilot provided the following narrative describing the event: "I had completed a daylight on the aircraft, I did the usual walk around then proceeded to start the engine as per the flight manual. The engine started normally, no irregular or warning lights. As I completed the pre take off checks the engine flamed out completely. While starting the aircraft my Mechanic was walking around the machine checking. There was no fuel leaking or draining from anywhere. On inspection we found the problem came from the Airframe Fuel Filter. It had discharged 2 quarts of fuel out of the fuel drain onto the ground under pressure."

It appears that dirt or grime may have contributed to the airframe fuel filter drain not seating completely, allowing air into the system. Subsequent discussions with the STC holder, Eurocopter Canada, and Eurocopter USA, reveal that this is a known situation.

Eurocopter Canada is in the process of writing a Flight Manual change to expand on the daily inspection of the Airframe Fuel Filter. Currently, the Rotor Flight Manual Normal Procedure section states only to check that the Air Fuel Filter by-pass indicator light illuminates when pushed in, i.e., The STC instructions, but continued airworthiness inspection calls for a visual inspection before the first flight of the day. Eurocopter Canada and Service Bulletins to change the flight manual procedure of fuel sample prior to the first flight of the day. This will not be in the process of engineering a modification to the positive shut-off valve. When asked what we could do to boost pump was on when inspecting and draining the fuel filter.

Recommendations:
Pilots: Take extra care to follow the POH procedures for draining the boost pump on before draining the filter to obtain by ensuring that the valve is properly seated.
Mechanics: Pay special attention during your visual inspection of the airframe fuel filter poppet. Leaks, or evidence of leaks may indicate the poppet has not been seating properly.

/s/ Robert Gallowsay
Aviation Safety Manager

Bulletins are routinely published by AM to promote aviation safety.
(www.nbc.gov/amd)

United States Department of the Interior Aviation Management

TECH BULLETIN

OPERATIONS

June 2, 2006

NUMBER: 0601

DISTRIBUTION: Aviation Operations, Fire and Aviation Personnel, Contract Pilots

SUBJECT: Performance Data for Multi-Engine Airplanes

Discussion: The Accident Investigation of the Aero Commander in Las Vegas 2006 revealed a discrepancy in the use of aircraft performance data. It was discovered that actual temperatures at the airport at takeoff exceeded the aircraft manufacturer's performance data that was available to the pilot for preflight planning. Technically, in the case of the AC600, that flight should not have departed until temperatures returned to within the parameters of the published aircraft performance data, or at under 100 degrees F., in accordance with FAR 135.87 Small Transport Category Airplane Performance Operating Limitations.

It has recently been identified that the AC 600S also has a 40-degree C (104 degrees F.) limitation in at least one of its performance charts. For that particular aircraft where outside air temperatures exceeds 40 degrees C, FAR 135.87 must be used for all flights.

Operating Information Required also states: (a) The operator of aircraft and appropriate form, accessible to the pilot of the aircraft, one engine inoperative climb performance data with FAR 135.161 when operating multi-engine airplane person may operate a multi-engine aircraft carrying passengers if not allow it to climb, with the critical engine inoperative, at of the route to be flown or 2000 feet MSL, whichever is higher, commonly used in firefighting may be operationally restricted in accordance with the specifications of USDA Forest Service. Its that stipulate compliance with the contractor's FAR 135.

Operation's Specifications:

ACTION NEEDED:

1. All contracted multi-engine airplane pilots should review the performance data for the make/model aircraft they fly to determine if similar anomalies exist in the available POH data.
2. Aircraft that are required to operate in accordance with the contractor's FAR 135 Operations Specifications must be operated within the scope of the data provided by the manufacturer's operating handbook.
3. Metrics will not be conducted when performance data cannot be produced in accordance with FAR 135.83 (a) (2) and 135.162 or when IFR aircraft, critical engine out performance cannot meet the requirement of FAR 135.161.

/s/ Allan P. Rice
Chief, Division of Technical Services

Training— Assuring our future success by investing in our most important asset—*Our PEOPLE*



Service Offering: Aviation Training

- NBC -Aviation Management offers training services providing knowledge and expertise in aviation and accident prevention policy, procedures, and in best safe operating practices.
- NBC -Aviation Management offers development, implementation, and maintenance of an aviation training program that meets the customer's needs (Departmental and agency specific).
- Classroom and online training are available. Online training offers web-based instructional technology to provide customers the opportunity to fulfill their aviation training requirements from their own desktop.

Aviation Safety Training includes online training, instructor led training, and the Aviation Centered Education conferences



FY06 Aviation Safety Training Provided to Minerals Management Service

	Online Training		Instructor-Led Training		ACE	
	No of Modules	No of Students	No of Modules	No of Students	No of Modules	No of Students
MMS	439	75	32	25	8	1
Total	19663	4533	4433	3222	5025	526

**“Key Business Principles - Increasing Accountability, Advancing Modernization / Integration”**

- U.S. Department of the Interior GPRA Strategic Plan FY 2007 - 2012

Service Offering: Aviation Program Management

DOI Pilot and Fleet Evaluation:

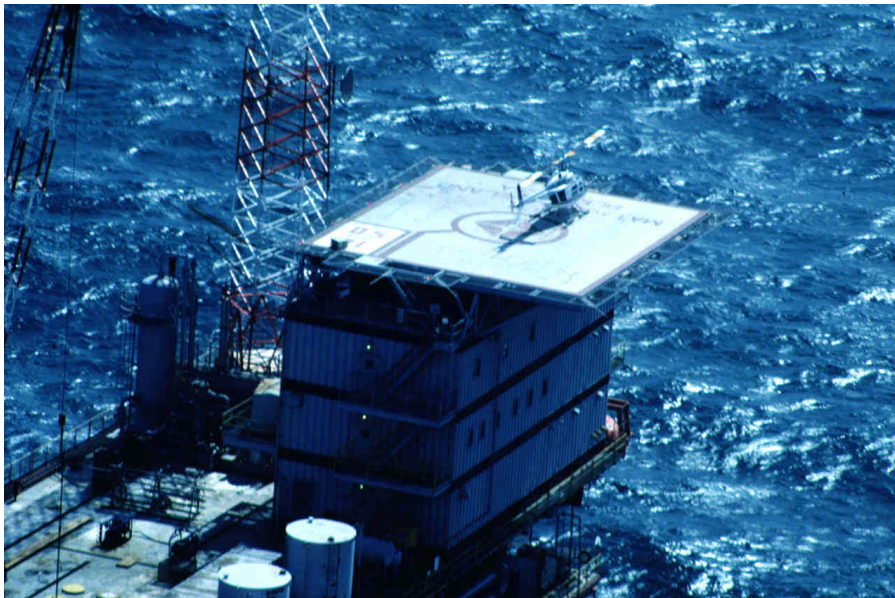
- NBC -Aviation Management offers flight training and ground school for DOI pilots. Also provided are fleet airworthiness inspections and maintenance.
- NBC -Aviation Management inspects, approves, manages, and provides oversight of DOI pilots and fleet aircraft, including civil maintenance facilities which provide support to DOI fleet aircraft.

Technical Oversight and Support:

- NBC -Aviation Management conduct research and evaluates technology related to DOI aircraft and/or pilot equipment modifications/improvements. Conduct transportation studies in support of competitive sourcing. Inspections of aviation fuels facilities are conducted to ensure equipment and fuel quality meet appropriate standards.

250 DOI Safety Inspections
performed for Interior-Owned
Aircraft in FY06
(125% incr. over FY05)

301 Interior Pilot Flight Evaluations
Conducted in FY06
(8% increase over FY05)



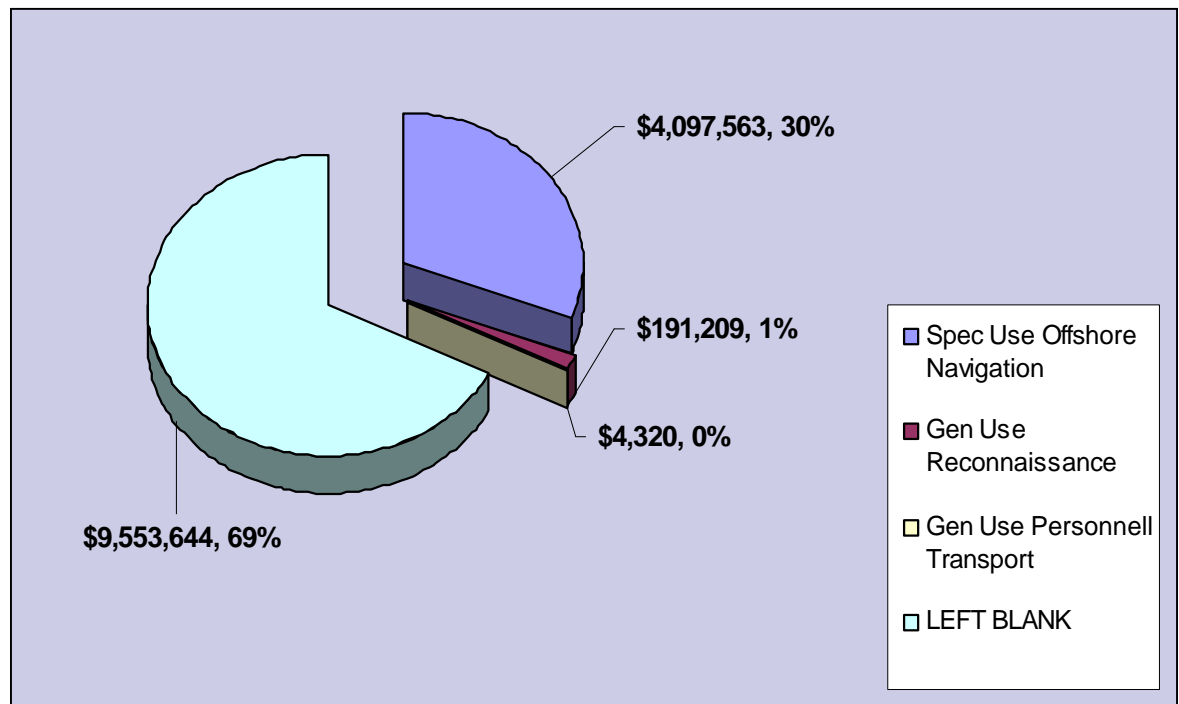


Service Offering: Aviation Flight Services Support



- Flight Requirements Analysis: Aviation Management offers procurement planning specific to an agency's needs.
- Acquisition Management and Support for Commercial Aviation Flight Services: Aviation Management works with the customer to offer various aircraft procurements tailored with the technical specifications, specifying aircraft capabilities and limitations to meet the customer's needs. Commercial aircraft and pilots are inspected and carded to the standard required in the award.
- Flight Scheduling and Coordination: Aviation Management offers assistance scheduling and coordinating commercial flight missions using On-Call and Aircraft Rental Agreement resources.

Minerals Management Service FY 2006 Contract Aircraft Flight Usage by Mission Type



Notes: - Data taken from bureau complete flight use reports forwarded to NBC-AM.



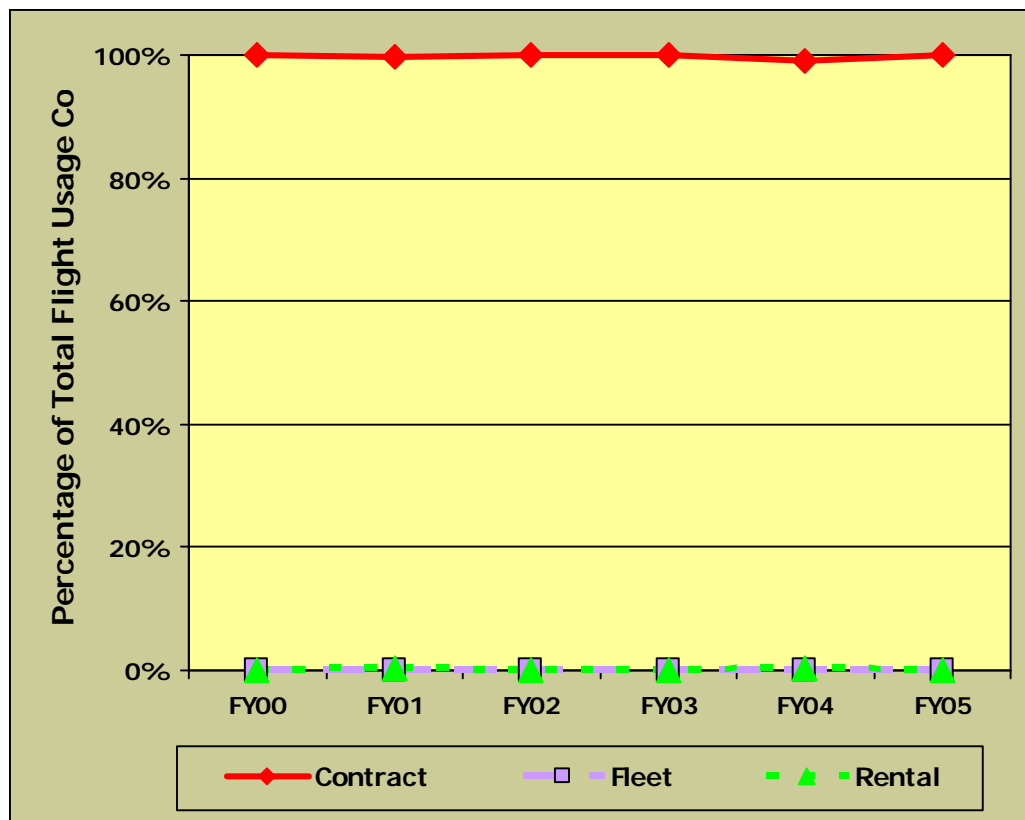
Minerals Management Service FY 2006 Vendor Flight Usage

FY2006	Rental Hours	Rental Dollars*	Cost/ Flight Hour*	Contract Hours	Contract Dollars*	Cost/ Flight Hour*
Helicopter				5,603.3	\$13,492,561	\$2,408
Fixed Wing	6.1	\$ 14,605	\$2,394	113.8	\$ 354,177	\$3,112
Total	6.1	\$ 14,605	\$2,394	5,717.1	\$13,846,738	\$2,422

2,668 Total Safety
Inspections performed
for Contract and Rental
Aircraft FY06

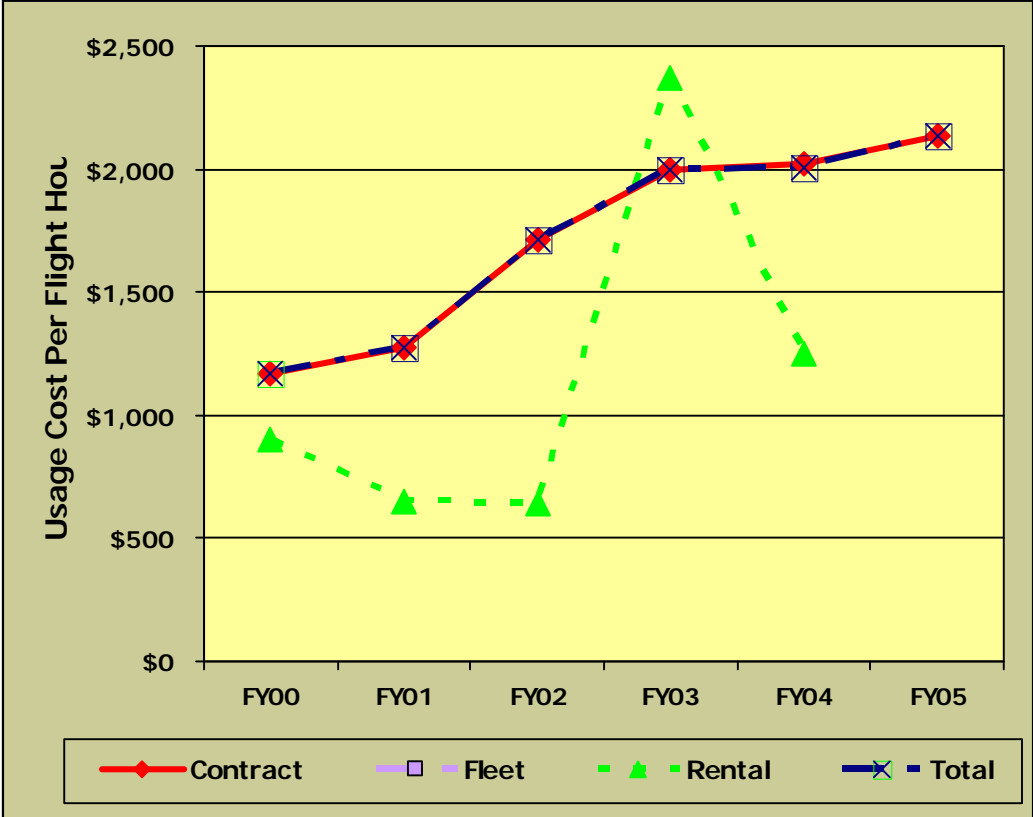


3,649 total Vendor
Pilot Flight Evaluations
Conducted in FY06





MMS Flight Hour Usage Cost Trends





National Business Center—Aviation Management Strategic Goals

Quality customer service, innovation, and best value are the cornerstones of the NBC. For over 30 years, the NBC has been supporting federal government agencies as a Shared Service provider, establishing world class business management systems and services. NBC's existing portfolio of services include: Training Services, Acquisition Services, Appraisal Services, Aviation Management Services, Information Technology Services, and Administrative Support Services.

- 1. Achieve Customer Service Excellence.**
- 2. Modernize Financial and Business Management Practices.**
- 3. Optimize Operational Performance.**
- 4. Develop and Sustain a World Class Organization.**

NBC—Aviation Management—FY 2006 Year in Review



NBC -AMD's primary goals are "...to raise the safety standards, increase the efficiency, and promote the economical operation of aircraft activities in the Department of Interior

Managing for Excellence (Building Collaborations and Partnerships):

- First ever Post-session Aviation Centered Education (ACE) reports to leadership, detailing participation and cost/student/instructor metrics.
- First ever *Executive Quick-Look* reports to bureau aviation executives following the completion of regional bureau aviation program reviews. Delivered (4) Executive Quick-Look summaries in FY 06.
- NBC-AMD identification and presentation of six industry & government proven aviation program cost reduction opportunities through the adoption of "enterprise strategies."
- Establishment of three web-based customer feedback surveys (service, information, & issue resolution), giving customers a quick and easy way to provide their valued inputs and if they desire, receive follow-on attention from Aviation Management <http://www.zoomerang.com/survey.zgi?p=WEB225BNW294JW>).
- Initiated a proactive program of "Customer Grams," intended to provide ABOD Working Team members and other customer representatives with new or refresher information on topics that are important to our customer's ability to maximize the effectiveness and efficiency of the aviation services they require.
- First ever Interagency Aviation Safety Alert published in cooperation with USDA/ Forest Service. Delivered (5) Interagency Aviation Safety Alerts in FY 06.
- New Interagency Aviation Lessons Learned published in cooperation with USDA/ Forest Service.
- FY 2006 Zoomerang Customer Service Report
 - 89% positive response average of customer satisfaction
 - 91% positive customer satisfaction to NBC-AMD responses received in a professional and timely manner.





Aviation Management—FY 2006 Year in Review continued

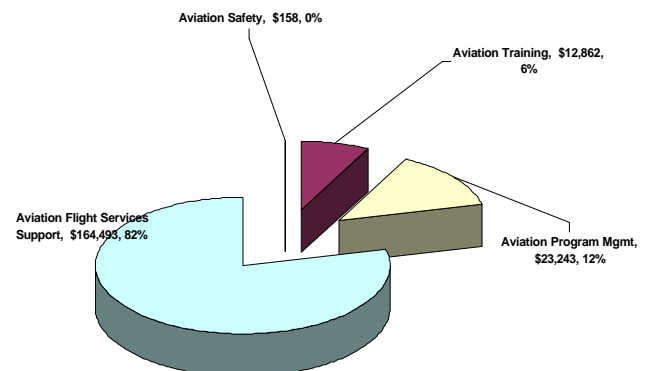
- Assisted and communicated with MMS inquiry on a situation where an applicant wanted to use a drone plane to conduct aerial surveys prior to conducting seismic work. The aerial surveys are one of the conditions of an MMS permit to do this seismic work.

Budget Analysis—Breakdown of NBC-AMD expenses by Service

	<u>FY2006</u>
<u>Aviation Safety Services:</u>	
Aviation Program Evaluation	\$ 158
Total	\$ 158
<u>Aviation Program Management:</u>	
DOI Aircraft Inspections	\$ 7,617
DOI Pilot Evaluations	\$ 2,660
DOI Facilities Inspections	\$ 1,291
Technical Oversight and Support	\$ 11,675
Total	\$ 23,243
<u>Aviation Safety Training:</u>	
Aviation Centered Education	\$ 903
Technical Training	\$ 3,204
Online Training	\$ 2,491
Instructor Led Training	\$ 6,264
Total	\$ 12,862
<u>Aviation Flight Services Support:</u>	
Flight Scheduling and Coordination	\$ 9,400
Acq Mgmt and Support for Av Flight Svcs	\$ 138,954
Flight Requirements Analysis	\$ 16,139
Total	\$ 164,493
Grand Total:	\$ 200,756

FY06 DOI Aviation Program *Did You Know?*

- Total Cost = **\$163M.**
- Bureau Flight Usage Costs = **\$117.69M (72.23%).**
- Bureau Aviation Org. Costs = **\$37.83M (23.23%).**
- NBC-AM Aviation Central Bill Costs = **\$7.42M (4.55%).**



**NBC-AMD FY2006 Central Bill
Costs to MMS:
\$213,900
(Approx. 2% of MMS Total
Aviation Cost in FY2006)**



Services Provided to Minerals Management Service , FY 2006

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Aviation Management Vision:
*"To be the Competitive Aviation Services
Provider of Choice for the Federal
Government and Related Customers."*

Accomplished by Providing **"Better, Faster,
Cheaper, & Safer"** aviation services than any
one customer can for themselves.

*The National Business Center, Aviation Management Line of
Business is the Department's Center of Excellence for aviation
management expertise and services. We achieve customer ser-
vice excellence by anticipating and responding to customer re-
quirements in support of their individual aviation programs.
NBC-AM leverages over half-a-millennia in resident commer-
cial and government aviation management experience to provide
our customers with the advise and support they need to meet
their program goals and management responsibilities.*

*We welcome the opportunity to work with you "...to
raise the safety standards, increase the efficiency, and promote
the economical operation of aircraft activities in the Department
of the Interior" and with our other Federal agency and related
customers.*

www.nbc.gov/amd

NBC-AMD Performance Measures and Accomplishments in FY 2006

Measurement	Metrics	Accomplishments
1. Customer issue resolution.	Requires the enactment of an is- sue resolution plan with a timetable agreeable to all parties within 24 hours (objective) and 48 hours (threshold).	91% positive response (AMD CSF Survey Results_0906) – "AM communicated with me within 24-48 business hours, excluding holidays and weekends and developed a plan to resolve my issue."
2. Customer bills processed timely	98% percent transactions proc- essed error-free.	Average 97.5% IPAC transactions proc- essed error-free (not charged back).
3. SAFECOMs submitted by the customer that require action or follow-up by AMD.	Initial response to the customer within 24-48 business hours.	99% initial response to customers when required by AMD within 24 – 48 business hours.
4. COTR will insure inspection of aircraft .	Accomplished as stipulated in the procurement document or no later than three days before aircraft re- porting date.	100% aircraft inspected according to pro- curement document (no Contracting Officer actions completed documenting non- inspection of aircraft by reporting date.)
5. The Aviation User Training Program will identify minimum aviation management and user training requirements for personnel par- ticipating in aviation activities.	Online training, if required, will be available online 98% of the time.	99.9% online training availability.